GOVERNMENT OF INDIA
EXTERNAL AFFAIRS
LOK SABHA

UNSTARRED QUESTION NO:2461
ANSWERED ON:30.11.2016
Non-Cooperation Embassy Staff
Singh Shri Ravneet

Will the Minister of EXTERNAL AFFAIRS be pleased to state:

Will the Minister of EXTERNAL AFFAIRS be pleased to state:

(a) whether the Government has received complaints from Non-Resident Indians (NRIs) regarding non-cooperative behaviour of the staff in our embassies in Canada and other countries and if so, the details thereof;

(b) whether the Government is aware that NRIs in Canada are facing a lot of difficulties in getting passports renewed; and

(c) if so, the details of the complaints redressal mechanism setup and other steps taken to mitigate the problems of NRIs?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF EXTERNAL AFFAIRS
[GEN. (DR) V. K. SINGH (RETD)]

(a) to (c) From time to time, there have been complaints against officials in our Missions/Posts abroad. These complaints generally relate to consular matters such as refusal to accept the visa/passport documents in time, delays in processing visa/passport applications, harassment of applicants by requesting uncalled-for documents, services of Outsourced Service Provider and rude behaviour. Our Missions and Posts have taken action in each case as per the applicable rules.

The average time taken for delivery of a new passport by our Mission and Posts in Canada is about 15 to 20 days in normal cases. In some cases, including where the information provided by the applicant is inadequate/incomplete or clearances are required to be obtained from other Passport Issuing Authorities and the State Government authorities in India, the time taken is longer.

General complaints and grievances received on consular matters are dealt with promptly, whenever received. A 24x7 telephone helpline has been set up in all Missions/Posts abroad; contact is also maintained with the Indian diaspora through use of social media network and e-mail; and "Open House" is regularly held by Indian Missions/Posts abroad for addressal of grievances by the Heads of Mission/designated officer. A dedicated online Consular Grievance Management System "MADAD" has also been created for this purpose.